

## Service Policies and Procedures Manual

# DISTRIBUTOR WARRANTY STATEMENT

**ACDelco Replacement Products** 

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### **ACDelco Replacement Products Distributor Warranty**

#### **AUTHORIZATION**

Under the terms of this warranty, ACDelco Warehouse Distributors, Mass Merchandisers, National Accounts, and General Trade Accounts (hereinafter referred to as Direct Accounts), authorized to sell new and rebuilt ACDelco products are hereby authorized to perform warranty adjustments and make claims for credit for such adjustments to ACDelco in the manner prescribed in this manual.

#### REPLACEMENT PRODUCTS WARRANTY STATEMENT

ACDelco, General Motors Company, warrants that within **12 months** after sale over-the-counter to the initial user of a new or rebuilt product distributed through ACDelco, or within **12,000 miles** after such product has been installed on a motor vehicle, whichever occurs first, it will repair or replace, at our option, any such ACDelco product that fails due to a defect in material or workmanship. Subsequent replacements under this warranty will receive the balance of the original warranty period.

The products listed below also have warranty coverage detailed in a Consumer Warranty Statement. If the consumer does not qualify under the terms of the Consumer Warranty Statement, with the exception of those product lines identified with an **asterisk**\*, warranty coverage then reverts to the **12 month or 12,000 mile** ACDelco Replacement Products Distributor Warranty.

PRODUCT LINE	PRODUCT DESCRIPTION	WARRANTY PERIOD	
		MONTHS	MILES
09	Shock Absorbers, Strut, Ready Struts and Lift Supports	See Section 2	
09	Commercial Applications – Shock Absorbers, Struts and Gas Filled Lift Support, Air Adjustable Shocks and Struts	24	24,000
07*	Batteries	See Section 4	
14	DuraStop Brake Products	See Section 2	
15*, 16*	Automotive Fuses including Air Conditioning Thermal Limiters (Fuse)	No Warranty	
15	Remanufactured Air Conditioning Compressors	12	100,000
16	Wire and Cable Products	See Section 2	
31	Heavy Duty Remanufactured Alternators and Starters	12	Unlimited
	Heavy Duty Alternators - 20SI and higher		
	Heavy Duty Starters - 27MT and higher		
33	Professional Alternators & Starters- Reman. and New	See Section 2	
35	Belts and Hoses	See Section 2	
36	Professional Rack & Pinion Gear & Integral Steering Gear	See Section 2	
38	Clutch Kit Assembly & Ancillary Parts	See Section 2	
41	Rapidfire™ Performance Platinum Spark Plugs	See Section 2	
41	Professional Platinum Spark Plugs	See Section 2	
41	Iridium Spark Plugs	See Section 2	
45	Professional Chassis Parts and Universal Joints	See Section 2	
*	Merchandising, Sales Promotion Items and Diagnostic Equipment	See Section 6	

**NOTE:** This warranty covers failures due to defects in material or workmanship only.

<sup>\* 12</sup> month or 12,000 mile ACDelco Replacement Products Distributor Warranty does not apply.

#### THIS WARRANTY DOES NOT COVER:

- Damage or failure due to negligence, alteration, accident, abuse, improper installation, or use for a purpose which the product is not designed or approved by ACDelco.
- Damage or excessive wear due to improper installation of disc brake pads, drum brake shoes or other brake parts.
- Labor costs incurred for inspection, removal or reinstallation.
- Vehicles used in racing or other competition.
- Damage due to the lack of maintenance or use of wrong fuel, oil, refrigerant or lubricants.
- Damage or failure due to system contamination.
- Costs incurred for the removal and installation of a replacement part from a vehicle, engine
  or transmission
- Loss of time, inconvenience, loss of use of the vehicle or other consequential damages.
- Products installed on vehicles registered and normally operated outside of the United States or Canada.

Replacements qualifying under this warranty are to be made by any authorized performer within a reasonable time following delivery of the malfunctioning product to the authorized performer's place of business. Defective or malfunctioning products must be delivered to the place of business of the authorized performer during regular business hours for replacement. The authorized performer must be furnished with the initial user's copy of the original sales slip on counter sales, or the initial user's copy of the repair order to validate purchase date and vehicle mileage, as applicable, along with a statement describing the trouble and miles of use.

ACDelco will reimburse the authorized Direct Account for replacements under the terms of this warranty when claims for such replacements have been properly documented and the product has been determined by ACDelco to be defective. ACDelco Direct Accounts must produce all records requested by ACDelco in support of warranty claims (i.e. copy of original sales slip or original repair order). Supporting documentation must be retained for a period of two years.

This warranty is the only warranty applicable to ACDelco replacement products with the exception of those products listed above and is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. ACDelco does not authorize any person to create for it any other obligation or liability in connection with these products. ACDelco shall not be liable for consequential damages resulting from breach of this written warranty or any implied warranty.